

## What's the Problem?

COVID-19 is a staggering tragedy in a number of manners, but the lack of available access points to healthcare services due to federal, state, local and institutional regulations and decisions creates higher levels of patient vulnerability.

Patients with opioid use disorders (OUD) are especially vulnerable given high levels of co-existent housing insecurity, food insecurity and lack of primary care at baseline. These patients frequently utilize the emergency department for both medical and non-medical concerns.

Existing pathways to assist these patients utilize in person certified (peer) recovery specialists (CRS) who are not employed by the enterprise. Given the need to limit exposure to non-employees, finding a means of connecting patients to CRS became a highly important challenge.

## Cause analysis

Root causes of this problem included:

- COVID-19 has exacerbated problems patients with OUD while limiting their ability to access treatment.
- CRS partner groups shut down in person “warm handoff” procedures and shuttered clinics that were utilized for referral for treatment.
- Many patient with OUD are also homeless, meaning connecting them to CRS via future appointments is very difficult to coordinate.

## How Might We: Engage patients with opioid use disorders in the ED to assist them achieving recovery in the era of COVID-19?

Working with our new dedicated partner for CRS services, ProACT, a subsidiary of the Council for South Eastern PA, a 16 hour, 5 day per week telephonic CRS program was started, so patients can discuss their treatment options with a peer expert, be induced onto Medication Assisted Therapy in the ED and followed up following discharge, all without exposing the CRS to the clinical environment.

## R.O.S.E

Recovering Overdose Survivor Engagement Warm Hand Off  
program for Hospital Telephonic Recovery Support Services.

### HOURS OF OPERATION:

**Monday-Friday  
8am – 12am**

### CALL TO MAKE A REFERRAL:

**215-798-5422**

ROSE Certified Recovery Specialist will provide telephonic recovery support services for overdose survivors and patients who present with Substance use disorders (SUD) in the Emergency departments and inpatient until we resume our regular face-face peer services in the hospitals.

### SERVICES PROVIDED:

Educate hospital staff on ROSE services and assist with resources.

Provide motivational interviewing to encourage SUD patients to seek recovery support services.

Referrals to telephonic recovery support groups, recovery houses, medication assisted treatment services, and a host of other services for life